



STATE OF WASHINGTON
DEPARTMENT OF SOCIAL AND HEALTH SERVICES
Ageing and Long-Term Support Administration
PO Box 45600, Olympia, Washington 98504-5600

November 12, 2020

AL TSA: NH #2020-082

SUMMARY OF PILOT FOR MODIFIED OFF-SITE CASE MIX ACCURACY REVIEWS

Dear Nursing Facility/Home Administrator:

The purpose of this letter is to report results of the Residential Care Services Modified Off-site Case Mix Accuracy Review (CMAR) Pilot conducted from 08/17/2020 to 09/21/2020. The pilot trialed conducting the CMAR visit by means of off-site record review and interview(s) to verify Minimum Data Set (MDS) coding accuracy. In addition, the pilot provided an opportunity to review one Quality Assurance Nurse (QAN) protocol for three residents at each CMAR visit.

Pilot Goals and Objectives:

- Reduce the burden of on-site inspections during the COVID-19 pandemic and mitigate the risks of COVID-19 exposure to facility and CMAR staff.
- Determine if off-site CMAR work can verify the accuracy of MDS Utilization Review.
- Explore how CMAR work can bring added value to facilities with use of a modified version of the QAN protocols.
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Pilot Evaluation Responses

- Sixteen facilities volunteered to participate in the pilot.
- Data analysis included evaluation of the CMAR Visit process and outcome.
- Participating providers completed a customer feedback questionnaire.
- Providers identified the off-site CMAR review process worked well.
- Many providers expressed enthusiasm and hope that the CMAR program would continue to review selected care areas during future CMAR visits.

Recommendations Based on Data Analysis:

1. The CMAR program should use a modified off-site process for record review and MDS coding clarification.
2. Upon resumption of onsite visits, resident observations and interviews can be done during a limited facility onsite visit.
3. The CMAR program should incorporate a modified version of the QAN protocol (Care Area Protocol) review for three residents.

Resumption of CMAR Visits:

- CMAR visits will resume November 2020 using the modified off-site process.
- Visit initiation will be announced via email and telephone call to the facility. Remote access should be granted to the CMAR nurse in an expedient time frame.
- If the nursing home reports a COVID outbreak the CMAR visit will be paused until the NH has recovered
- Resident observations and interviews will be completed during a limited on-site visit.
- The CMAR nurse will clarify questions about MDS documentation via telephone or in-person conversations.
- The CMAR visit will include one Care Area Protocol Review for three residents.

- The exit conference will be done remotely via Skype, Zoom or via telephone, planned in collaboration with the facility. Facilities will have the opportunity to provide missing documentation and to discuss MDS coding discrepancies prior to the exit conference.

Thank you for your continued commitment to resident health and safety. If you have any questions, please contact Donna Zaglin, RAI Coordinator – Case Mix Accuracy Review Program Manager at (360) 725-2487 or donna.zaglin@dshs.wa.gov.

Sincerely,



Candace Goehring, Director
Residential Care Services

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